

**CONFIDENTIAL**

18 NOV 1987

**OIT/TRIS**  
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MEMORANDUM FOR: Director of Information Technology, DA

FROM: 

Director of Information Resources, DI

SUBJECT: Personal Branch Exchange

*Ed*

1. As the DI moves toward full PBX connectivity -- almost sixty percent of the Directorate is now PBXed -- I believe it is time to review the installation process and assess the future of the PBX environment. When initial PBX installation problems surfaced during the summer months, OIT acted quickly to open communications with its customers by establishing a senior-level point-of-contact and instituting pre-installation on-site briefings which have gone a long way to alleviate PBX installation problems as well as misperceptions -- sometimes more damaging than the problems themselves. Moreover, the pace of installations has increased significantly. Continued cooperation and communication between our two offices will expedite the completion of the PBX installation in the DI.

2. PBX reliability and performance are another matter, however. "BUSY SIGNALS" continue to be an enigma. While we recognize that the PBX is not the only or necessarily the most frequent cause of the "BUSY SIGNALS", it usually receives the blame -- deserved or not. We believe that we must work to solve this obstacle to improve reliability. We would like to work with OIT to identify the various snags -- Lanmark, PC hardware or software, cables, PBX, or whatever -- that cause non-initialization; document the problems and solutions; and train the analysts or the office ADP staffs to handle those problems that can be resolved locally. Perhaps we could also reduce the number of unnecessary OIT HOTLINE calls. ( have already begun to explore this issue.)

3. While the "log on" problem likely will be resolved through some effort and training, the performance issue looks more intractable. Analysts continue to express concern that PBXed PCs run SAFE at a rate 4-5 times slower than the Delta Datas which will all be replaced with PCs over the next few years. File transfers also run 5-6 times slower on a PBXed PC compared to a coaxed PC. As more and more analysts become PBXed, the hue and cry do not subside but increase. Admittedly, some of the cry is based more on rumor and hall gossip than "hands on" experience. Nevertheless, OIT and OSWR have run several tests which suggest that the performance slippage is real. I believe we need to address this performance degradation which can only cause productivity declines at a time when this Directorate faces increasing demands with static analytic resources.

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4. In sum, the PBX installation process has leveled out and the apparatus is in place to handle problems as they occur. As we proceed to full implementation, we now need to direct more attention and resources toward reliability and performance issues. I am ready to designate some OIR people to work with OIT to attack these issues, if you feel that would help us attain much-needed performance improvements as soon as possible.

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